

Complaint and Request Form

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You can use this form to exercise your rights under the General Data Protection Regulation, or to complain about how an Elanders company has handled your personal data. You can also use it to rely on the rights given to you by our Binding Corporate Rules, which you can read in full on our website.

You do not have to use this form. An email, a letter or a telephone call is enough, in any wording and in any of the languages in which our privacy notice is published. This form exists only to help us deal with your request quickly, and using it is entirely your choice.

1. Where to send it

By email to dataprotection@elanders.com, or by post to Elanders AB, Flöjelbergsgatan 1 C, SE-431 37 Mölndal, Sweden, marked for the attention of the Data Protection Officer.

2. How we will handle your request

- **Timing.** We will reply without undue delay and in any event within one month of receiving your request. If your request is complex, or if you have made a number of requests, we may extend that period by up to two further months. We will tell you within the first month if we do, and explain why.
- **Cost.** Handling your request is free of charge. Only where a request is manifestly unfounded or excessive, in particular because it is repetitive, may we charge a reasonable fee or decline to act. It is for us to show that this is the case, and we will explain our reasons and tell you how to challenge the decision.
- **How we reply.** If you contact us electronically, we will reply electronically in a commonly used format, unless you ask us to use a different channel.
- **Confirming your identity.** You do not need to send us a copy of an identity document. We will ask for further information only if we have reasonable doubts about who you are, and we will ask only for what is necessary to resolve that doubt. If we do ask you for a document, you may black out anything on it that is not needed to establish your identity.
- **If we do not act on your request.** We will tell you why within one month, and we will tell you that you may complain to a supervisory authority and seek a judicial remedy.

Please give us only the information you think we need. In particular, please do not send us data revealing health, religious or philosophical beliefs, trade union membership, racial or ethnic origin, political opinions, genetic or biometric data, or data about your sex life or sexual orientation, unless it is directly relevant to your request.

3. Your contact details

We need one way of reaching you. The rest is optional.

Full name	
Email address	
Postal address (optional)	
Telephone (optional)	

4. If you are acting for someone else

Complete this section only if you are making the request on behalf of another person. Please enclose a written authority from that person. We may need to contact them to confirm it.

Name of the person you act for	
Their contact details	
Your relationship to them	

5. Which part of Elanders your request concerns

All of this is optional, but it helps us find the right records faster.

Elanders company concerned	
Your relationship with it	
Contact person you dealt with	
Country	

6. What you would like us to do

Tick everything that applies.

	What you want	When this applies
☐	Withdraw consent	You have given your consent to a processing activity and want to withdraw it (Article 7(3) GDPR).
☐	Access	You want confirmation of whether we process personal data about you, a copy of that data, and information about how it is processed (Article 15 GDPR).
☐	Rectification	Personal data we hold about you is inaccurate or incomplete (Article 16 GDPR).
☐	Erase	You want your personal data erased (Article 17 GDPR). You do not need to give reasons.
☐	Restriction of processing	You want us to stop using your personal data without erasing it, for example while we check whether it is accurate (Article 18 GDPR).
☐	Notification to recipients	You want to know which recipients we informed of a rectification, erasure or restriction (Article 19 GDPR).
☐	Data portability	You want to receive your personal data in a machine-readable format, or have it sent to another organisation (Article 20 GDPR).
☐	Object to processing	You object to a processing activity we base on our legitimate interests, or to direct marketing (Article 21 GDPR).

	What you want	When this applies
☐	Automated decisions	You want a decision taken about you by automated means to be reviewed by a person (Article 22 GDPR).
☐	Complaint	You want to complain about how an Elanders company has handled your personal data, including under our Binding Corporate Rules.
☐	Something else	Please describe it in section 5.

7. Your request or complaint

Please describe what you would like us to do, and anything that would help us find the relevant data – for example a period of time, a service you used, or a department you dealt with.

8. If you are not satisfied with our response

You can come back to us at dataprotection@elanders.com, but you do not have to. You have the right to lodge a complaint with a data protection supervisory authority, in particular in the EU or EEA member state where you live, where you work, or where you believe the infringement took place. Our lead supervisory authority is the Swedish Authority for Privacy Protection:

Integritetsskyddsmyndigheten (IMY), Box 8114, SE-104 20 Stockholm, Sweden. Telephone +46 8 657 61 00. Email imy@imy.se. Website www.imy.se.

You also have the right to an effective judicial remedy, and you may claim compensation for material or non-material damage you have suffered as a result of an infringement. You may bring proceedings before the courts of the member state where we have an establishment, or before the courts of the member state where you live.

You may mandate a not-for-profit body, organisation or association active in the field of data protection to lodge a complaint or exercise these rights on your behalf, under the conditions set out in Article 80(1) GDPR.

9. How we use the information in this form

Elanders AB (publ), Flöjelbergsgatan 1 C, SE-431 37 Mölndal, Sweden, is the controller for the handling of your request. We use the information you give us here only to identify the personal data your request concerns, to investigate it and to respond to you. The legal basis is Article 6(1)(c) GDPR, compliance with our obligations under Articles 12 to 22 GDPR.

Your request is handled by designated staff within the Elanders data protection network. In the course of investigating it we may need to share the information with other Elanders companies, and with technical experts, legal advisers or translators acting on our instructions. Where this involves a transfer to an Elanders company outside the European Economic Area, the transfer is covered by our Binding Corporate Rules, approved by the Swedish Authority for Privacy Protection under Article 47 GDPR.

We keep the record of your request for as long as we need it to demonstrate that we handled it correctly. You have the same rights in relation to this data as in relation to any other personal data we hold about you, and our privacy notice explains them in full.

10. Date

No signature is required.

Place and date (optional)	
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